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sey seb onO syeb owT (syeb gnixhow) % syeb owT (syeb owT booD (syeb owT syeb owT (syeb owT syeb owT (syeb owT	burstion before availability of electricity is restored in cases of breakages (immediatelylone day/two days/longer) we accounts normally calculated on actual readings? (Yes/no) to you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) to you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) to white the action plan in curbing line losses? (Good/Bad) to act the action plan in curbing line losses? (Good/Bad)
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seY veb anO v veb owT syeb owT syeb owT syeb owT (averifying a syeb owT syeb o	Oo you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) - How long does it take to replace faulty meters? (days) - How effective is the action plan in curbing line losses? (Good/Bad) - How soon does the municipality provide a quotation to a customer upon a written request? (days)
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bood syeb owT syeb owT syeb owT (ayeb gnikhow) ? syeb owT (ayeb owT (ayeb owT) syeb owT (ayeb owT)	tow effective is the action plan in curbing line losses? (Good/Bad) Town does the municipality provide a quotation to a customer upon a written request? (days)
Two days Two days) Two days) Syeb owT (syeb Quiring days) Syeb owT (average of the property of the prope	
syeb owT (ays) 7 syeb owT (ays) 8 syeb o	dow long does the municipality takes to provide electricity service where existing intrastructure can be used? (working days)
syeb owT (eyeb enixhow) Sb	(of nn furnion) inden on the employee furnished extensive entred as a control of the design of the control of t
Syeb owT (eyeb gnikhow) ?b	low long does the municipality takes to provide electricity service for low voltage users where network extension is not required
VilleqioinuM Johaki	dow long does the municipality takes to provide electricity service for high voltage users where network extension is not require
Ville gloinuM tohtakū	
Ville qioinuM Joinsid	epines egnewe
District Municipality	ve your purification system effective enough to put water back in to the system after purification?
District Municipality	Fo what extend do you subsidize your indigent consumers?
District Municipality	How long does it take to restore sewerage breakages on average
₩ / 10,403 6010000000 / 10,200	Severe overflow? (hours)
	Sewer blocked bibes: Large pipes? (Hours)
	Soullage clean-un? (hours)
	Spiliage clean-up? (hours) Replacement of manhole covers? (Hours)
	/A
	Sear Infrastructure Services
Do not work on major roads	Time taken to repair a single pothole on a major road? (Hours)
24 Hours	Time taken to repair a single pothole on a minor road? (Hours)
alloH 00	Time taken to repair a road following an open trench service crossing? (Hours)
24 Hours	Fime taken to repair walkways? (Hours)
	Property valuations
dinom enO	How long does it take on average from completion to the first account being issued? (one month/three months or longer)
oN	Oo you have any special rating properties? (Yes/No)
	toggooget I biogeni
	Financial Management (Assessorilleseesse TV Semit service under the state of the semi-service over time over the semi-service of the semi-service over th
Decrease	s there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)
Sey Yes	Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?
ON ON	How long does it take for an TaxInvoice to be paid from the date it has been received?
Vests procurement plans? No	s there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three

re customers treated in a professional and humanly manner? (Yes/No)	SeX
oes the municipality have training or information sessions to inform the community? (Yes/No)	S9Y.
information package handed to the new customer? (Yes/No)	oN
ther Service delivery and communication	
oes the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	oN
yhat bercentage of the projecta have created sustainable job security?	%9
ow many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	
ow many economic development projects does the municipality drive?	
conomic development	
that is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	∀/N
first stresse reaction time of the ambulance service to an incident in the urban area? (minutes)	A\N
that is the average reaction time of the fire service to an incident? (minules)	A\N
ow long does it take to renew a drivers license? (minufes)	
ow long does it take to de-register a vehicle? (minutes)	
ow joud goes it take to issue a duplicate registration certificate vehicle? (minutes)	
ow loud does it take to tenew a vehicle license? (minutes)	
ow loud goes it take to tegister a vehicle? (minutes)	
ommunity safety and licensing services	
ow many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	once per month
ow joud goes in 19ke to oben an account to a new cratomer; (1 ga/), 5 ga/s, 9 week or jouder)	Yeb f
there a reduction in the number of complaints or not? (Yes/No)	\$9,K
oes the municipality have control over locked endurines? (Yes/No)	oN
ow joud goes it take to tesboud to voice mails? (hours)	A/N
/hat percentage of calls are not answered? (5% 10% or more)	%S
ime to resolve a customer enquiry or request? (working days)	2 days
ime to tesboug to a written cratomet endnity or tednest? (working gays)	2 days
ime to respond to a verbal customer enduity or reduest? (working days)	2 days
eschon time on enduines and requests?	2 days
quinieration	

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UNICIPAL MANAGER